



SOUTH DAKOTA 9-1-1 COORDINATION BOARD

(DRAFT) MEETING MINUTES FOR OCTOBER 10, 2024
10:00 AM CENTRAL TIME

In-person at Sioux Falls Public Safety Campus
4300 E 60th St N, Sioux Falls, South Dakota
or via Microsoft Teams meeting link

Board Members Present: Boyd, DeNeui, Kabris, Leon, Olson, Serr, Sutton, Tooley, Toomey, and Wollmann.

Board Members Absent: None

Staff Present: Jason Husby, State 9-1-1 Coordinator, Dawn Hill (DPS), Kristi Turman, Deputy Secretary (DPS)

Others Present: Bob Mercer (Keloland), Josh Robinson (Rapid SOS)

I. Call to Order and Roll Call

The meeting was called to order at 10:04 AM Central Time by DeNeui. Roll call was taken, and a quorum was present.

II. Adoption of Agenda

No changes to the agenda were recommended. Motion to approve agenda as presented.

Moved by: Toomey Seconded by: Sutton

Discussion: None

Vote: 10 yeas, 0 nays. Motion carried unanimously.

III. Approval of Meeting Minutes

Motion to approve the August 26, 2024, meeting minutes as presented.

Moved by: Tooley Seconded by: Wollmann

Discussion: None

Vote: 10 yeas, 0 nays. Motion carried unanimously.

IV. Condition Statement and Collections Report

Husby discussed the most recent condition statement and collections report. There was no further discussion of note.

V. Election of Chair and Vice Chair

The meeting was turned over to the Special Nominations subcommittee. Boyd opened the floor to nominations for Chairperson and nominated Kelly Serr. Second by Kabris. No other nominations were offered.

Motion to cease nominations and cast unanimous ballot for Kelly Serr as Chairperson.

Moved by: Sutton Seconded by: DeNeui

Discussion: None

Vote: 9 yeas, 0 nays. Serr abstained. Motion carried unanimously.

Boyd opened the floor to nominations. Kabris nominated Tim Toomey as Vice Chairperson. Second by DeNeui. No other nominations were offered.

Motion to cease nominations and cast unanimous ballot for Tim Toomey as Vice Chairperson.

Moved by: DeNeui Seconded by: Sutton

Discussion: None

Vote: 9 yeas, 0 nays. Toomey abstained. Motion carried unanimously.

At this point (11:09AM), DeNeui handed the meeting over to new Chairperson Kelly Serr and excused herself to attend the funeral for her father-in-law.

VI. 911 Coordination Board Annual Report

Husby advised the 911 Coordination Board annual report had been filed and posted by the 9/30/24 deadline and that he presented the report before the Government Operations and Audit Committee (GOAC) on 10/9/24. He answered a few questions and responded to a request from legislators to provide the contract and scope of work for the PSAP consolidation study. GOAC asked how things went with the new reporting dates implemented by the law passed last legislative session. Husby indicated the legislators said if the new reporting dates are not working for cities/counties to let them know. Husby said he did not receive a lot of questions about the surcharge/funding gap during the GOAC discussion. Toomey added it is evident the public is reading the annual report because he received a call from a Day County resident who is against PSAP consolidation. Husby added he has been encouraging all PSAP directors to provide their feedback as part of the consolidation study survey process. Husby reported only four PSAPS have not registered for the survey, but he's working on getting 100% participation. Husby also indicated he wanted to involve police chiefs and sheriffs, so it is a well-rounded study. Serr agreed and stated he felt we need feedback from all stakeholders.

VII. NG911 Project Update

A. Network Redundancy Project

i. Rapid SOS

Husby advised nearly all PSAPS in South Dakota are currently using the free version of Rapid SOS, which worked as a back-up program during the outages this past spring and summer. He wanted the board to discuss the possibility of purchasing Rapid SOS Unite, a paid premium version of Rapid SOS. Husby advised the State of Nebraska has purchased Rapid SOS Unite for their PSAPs for similar reasons. Husby has been working with Rapid SOS to research cost options. This is a subscription-based service where cost per seat significantly decreases the more seats you purchase. Husby advised the cost to purchase 60 seats for 5 years would cost \$2,880 per seat (while there are 126 seats in SD PSAPs, 60 of them are primary seats). Another option would be to "test drive" the service by purchasing just 22 seats for one year, but the cost would be higher per seat because we're not getting the volume discount. Husby said Rapid SOS has been very engaged with South Dakota PSAPs. Kabris asked if only certain types of PSAPs would benefit from Rapid SOS Unite? Tooley advised the benefits are the same for everyone, from PSAPs with 2 seats to PSAPS with 40 seats. Boyd asked if there are any PSAPs currently using the paid version of Rapid SOS? Husby said no, all are using the free version at this time. Tooley asked if we would offer an opt-in option for PSAPs? Husby indicated the cost savings would be more significant if all PSAPs joined at the same time. There was considerable discussion about the features of the free version compared to the paid version and if the

benefits/features of the paid version are better than the free version. Josh Robinson with Rapid SOS explained the differences between the paid and free versions and answered questions from board members. For example, the Communicator module, which allows video to be shared in real time, would be a separate cost/feature over and above the Rapid SOS Unite subscription. Toomey expressed concern about the sunset of the 911 surcharge funding mechanism and how that might affect the board's ability to fund this project. He asked if there would be an option to purchase 60 seats for just 2 years. Husby said Rapid SOS would be willing to offer the 5-year pricing for 2 years with an automatic renew option, where the state would have to give 90 or 120 days-notice if we do not intend to renew for the other 3 years. Husby added we would also want to ask if there would be an option to purchase additional seats, if he's able to add tribal PSAP seats in the future. Tooley suggested we don't proceed unless we purchase 60 seats, so we can take advantage of the volume discount. Husby advised he could narrow down the cost estimates in time to discuss them at the next regular board meeting in December, if the board advises they want him to proceed today.

Motion for the Board to pursue 5-year contract for 60 seats of Rapid SOS Unite with 2-year minimum and automatic renew option.

Moved by: Tooley Seconded by: Wollmann

Discussion: None

Vote: 9 yeas, 0 nays. Motion carried unanimously.

ii. Dejero

Husby discussed a second redundancy option available to PSAPs by Dejero. This would be another network box in the PSAP equipment room that holds 2 cellular SIM cards (example is one card from Verizon, one card from AT&T) and a StarLink (satellite) connection. Husby discussed the quote provided by Dejero and indicated he was looking for direction from the board regarding this option. Boyd stated this would be a significant monetary investment for the board and this solution wouldn't have helped with the Lumen outages we experienced this year, as it is a "last mile" redundancy solution. Husby indicated there have been 8 outages in recent history and this solution would have helped in some of them. These are typically smaller scale outages with network disruption, fiber cuts, etc. Leon asked if Rapid SOS would have helped in those cases? Boyd said no, because both provider cell towers would go down if the issue is a fiber cut. Kabris said it might make more sense to provide the Dejero option in high-risk areas. Husby recommended doing it for regional backup PSAPS first. Serr indicated he has fiscal concerns about the proposal. Tooley asked if every PSAP has a redundant connection. Husby said this can depend geographically.

Chairperson Serr tabled the discussion until a later date.

VIII. Buffalo County and Crow Creek 911

Husby advised 911 calls in Buffalo County and Crow Creek are currently being answered by the BIA PSAP in Fort Thompson and staffing challenges there have caused several complaints. Husby believes having one of the regional PSAPs answer 911 calls would be a good solution. Husby spoke to

PSAP directors in Pierre, Huron, Mitchell, and Winner. City of Winner is willing to take 911 calls if a contract can be agreed upon. Husby advised he has a meeting scheduled for next Friday with the Crow Creek Tribe and the Buffalo County Commission where he will talk about the feasibility of this solution. It was noted that Winner will have to deliver EMD during the entire medical call. The contract would be between City of Winner and Buffalo County as the county receives the surcharge. Husby advised he's essentially helping the county and tribal governments find a home for their 911 call taking. They all pay the surcharge and have money in the fund/budget.

IX. Fall River County PSAP Move

The Fall River County PSAP is in need of an update. They have been approved to move to their new location in January 2025. The quote to move the network to the new building is currently at \$6,000; however, that cost could increase if the work isn't approved/started before the frost sets in. Boyd indicated contractors in the area usually leave in November and don't come back until Spring. Boyd also indicated Fall River County is one of the best/fastest at permitting, so it is likely the work could get done before frost. Serr asked Husby what amount he's asking for today. Husby said he would be comfortable with approval from the board for \$8,000 to complete this project.

Motion to approve \$8,000 for network wiring to the new location for the Fall River County PSAP.

Moved by: Toomey Seconded by: Kabris
Discussion: None
Vote: 9 yeas, 0 nays. Motion carried unanimously.

X. Executive Session

There was nothing to discuss in executive session, so the public meeting continued.

XI. Other Business

- A. Dakota NENA/APCO Conference (update)
Husby complimented Pennington County ESCC for the great job they did hosting the Dakota NENA/APCO conference in Deadwood, SD last week. 911 Authority had a vendor booth at the conference to discuss the consolidation study directly with PSAP Directors or others who had questions.
- B. Admin Rule Update
Husby would like to get the admin rule subcommittees together before the holiday season and start the administrative rules process in early 2025. Serr said he'd like to see the board take their time with the process and get everything right.
- C. Next Meeting Date
 - i. December 5, 2024 is the next regular board meeting. Husby will send out the calendar invitation and meeting link.
 - ii. Next year's meeting dates
Husby asked board members could meet on the first Thursday of each quarter for 2025. There was no opposition. Husby will schedule the meetings.

XII. Public Comment

There was no public comment.

IX. Adjourn

Motion to adjourn the meeting.

Moved by: Tooley

Seconded by: Sutton

Discussion: None

Vote: 9 yeas, 0 nays. Motion carried unanimously.

Meeting adjourned at 11:54 AM Central Time.